

CLAIMS

What is claimed is:

1. A method that permits identification of user computer systems 13 by a server computer connected thereto to deliver service and technical support to users, comprising the steps of:

- interconnecting one or more user computer systems to a server computer;
- 5 loading each user computer system with a system BIOS that comprises an Internet agent, an operating system that is launched by the system BIOS and that sets up a registry, and a web browser;
- loading the server computer with web page software that permits communication with the web browsers of the user computer systems;
- 10 turning on a user computer system;
- launching the BIOS;
- launching the Internet agent;
- adding a predetermined number of Multipurpose Internet Mail Extension (MIME) headers to the registry that identify the user computer system;
- 15 changing a default web page of the web browser to point to a web page on the server computer;
- launching the web browser;
- connecting to the web page on the server computer;
- transferring the MIME headers in a Hyper Text Transfer Protocol (HTTP)
- 20 request to the server computer;
- analyzing the HTTP request at the central server to determine if the MIME headers were transferred; and
- if the MIME headers are identified, pushing service content from the server computer to the user computer.

2. The method recited in Claim 1 wherein the step of interconnecting one or more user computers to the server computer comprises interconnecting the one or more user computers to the server computer by way of the Internet.

3. The method recited in Claim 1 further comprising the step of prompting a user for registration after the Multipurpose Internet Mail Extension (MIME) headers are identified.

004730-11-081400

5. A computer system comprising:
one or more user computer systems that each comprise a system BIOS and an operating system that is launched by the system BIOS that sets up a registry;
a central server coupled to the one or more user computer systems;
5 a web browser disposed on each of the user computer systems;
an Internet agent that is part of the BIOS of each user computer system that functions to add a predetermined number of Multipurpose Internet Mail Extension (MIME) headers to the registry to identify the respective user computer system, and that changes a default web page of the web browser of the respective user computer system to point to a web page on the server computer; and
10 web page software disposed on the central server that communicates with the web browsers of the respective user computer systems and that analyzes Hyper Text Transfer Protocol (HTTP) requests transferred from the web browsers of the respective user computer systems to determine if MIME headers were transferred therewith, and that pushes service content from the server computer to the user computer if the MIME headers are present.

7. The computer system recited in Claim 5 wherein the wherein the one or more user computers and the server computer are interconnected by way of the Internet.

9. In a computer system comprising one or more user computer systems that each have a system BIOS and an operating system that is launched by the system BIOS and sets up a registry, a central server coupled to the user computer systems, a web browser disposed on each of the user computer systems, wherein the improvement comprising:

5 an Internet agent that is part of the BIOS of each user computer system that functions to add a predetermined number of Multipurpose Internet Mail Extension

(MIME) headers to the registry to identify the respective user computer system, and that changes 38 a default web page of the web browser of the respective user computer system to point to a web page on the server computer; and

web page software disposed on the central server that communicates with the web browsers of the respective user computer systems and that analyzes Hyper Text Transfer Protocol (HTTP) requests transferred from the web browsers of the respective user computer systems to determine if MIME headers were transferred therewith, and that pushes service content from the server computer to the user computer if the MIME headers are present.

10. The improvement recited in Claim 9 wherein the MIME headers comprise Content-Type: text/PTL and User-Agent: PTL/1.0.

11. The improvement recited in Claim 9 wherein the wherein the one or more user computers and the server computer are interconnected by way of the Internet.

12. The improvement recited in Claim 9 wherein the web page software prompts a user for registration after the Multipurpose Internet Mail Extension (MIME) headers are identified.

004730 "PTL" 031400